



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Elderly or Disabled with Consumer Direction Providers
participating in the Virginia Medical Assistance Programs

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 1/17/08

SUBJECT: Update to the Elderly or Disabled with Consumer Direction Provider
Manual

The purpose of this memorandum is to notify you of changes to your *Elderly or Disabled with Consumer Direction Provider Manual*. The attached table shows the changes to the Provider Manual. Please download the new pages to insert into your Provider Manual and retain the table attached below. Please review these changes carefully.

SUMMARY OF MAJOR CHANGES

Chapters II and VI

Please note revised appeals information in Chapters II & VI. The changes reflect current practice and regulations.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

***ELDERLY OR DISABLED WITH CONSUMER DIRECTION
PROVIDER MANUAL***

**REVISION CHART
January 11, 2008**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter II	Chapter II	1-28, plus exhibits and Table of Contents	Entire Chapter	1/11/2008
Chapter VI	Chapter VI	1-20, plus Table of Contents	Entire Chapter	1/11/2008

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter II	Old Chapter II	New Chapter II	
Chapter VI	Old Chapter VI	New Chapter VI	